# REQUEST FOR COMPLAINT RESOLUTION

FOR AGENCY USE ONLY

LCSA DATE OF RECEIPT

LCSA CASE NUMBER

To request complaint resolution, you can either mail or deliver this form to the local child support agency you are complaining about, or call the local child support		romt tales	LCSA CASE NUMBER
agency to file your complaint verbal	ly.	COUNTY YOU ARE COMPLAINING ABOUT	
COMPLAINANT'S NAME (Last)	(First)	(M.I.)	TELEPHONE NUMBER
COMPLAINANT'S MAILING ADDRESS		E-MAIL ADDRESS	FAX NUMBER
атү		STATE	ZIP CODE
DESCRIBE YOUR COMPLAINT: (If you no	eed more space, you ma	y continue on another page	and attach it to this form.)
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	,		
COMPLAINANT'S SIGNATURE			DATE
–тнѕ secтion	ON TO BE COMPLETED BY I		] by letter
LCSA REPRESENTATIVE'S NAME (Print)	LCSA REPRESENT/	ATIVE'S SIGNATURE	DATE

## RIGHT TO COMPLAINT RESOLUTION:

- If you have a complaint against a local child support agency or the Franchise Tax Board for any action or inaction regarding your child support case, you have the right to request complaint resolution from the local child support agency.
- You can make a complaint in writing by completing the reverse side of this form, or you can call the local child support agency.
- IMPORTANT: Your request for complaint resolution must be made within 90 days from the date you knew, or should have known, about the subjecto f your complaint.
- The local child support agency has 30 days from the date it receives your complaint to give you a
  written resolution of yourc omplaint, unless the local child support agency needs more information or
  time to resolve your complaint. The local child support agency will contact you if it needs more
  information or time to resolve your complaint.

## RIGHT TO A STATE HEARING:

- If the local child support agency does not respond to you within 30 days from receiving yourc omplaint, you have the right to request a State Hearing before an Administrative Law Judge. IMPORTANT: Your request for a State Hearing must be made within 90 days after you complained to the local child supporta gency.
- If the local child support agency **does** respond to you within 30 days of making yourc omplaint, and you are not satisfied with the local child support agency's complaint resolution or response, you have the right to request a State Hearing before an Administrative Law Judge. **IMPORTANT: Your request for State Hearing must be made within 90 days after you received the local child support agency's written response to your complaint.**
- You can request a State Hearing in writing by sending a Request for State Hearing form (SH001) to the State Hearing Office, or you can call the State Hearing Office toll free at 1-866-289-4714.
- The State Hearing Office will let you know the date, time, and place of your State Hearing.
- The State Hearing Office will provide an interpreter ord isability accommodation for you at the hearing
  if you need one.
- IMPORTANT: Nota Il complaints can be heard at a State Hearing.

# State Hearings will only be granted for the following issues:

- An application for child support has been denied or has not been acted upon within the required time frame.
- The child support services case has been acted upon in violation of federal or state law or regulation, or California Department of Child Support Services policy letter, including services for the establishment, modification, and enforcement of child support orders and child support accountings.
- Child support collections have not been distributed, or have been distributed or disbursed incorrectly, or the amount of child support arrears, as calculated by the local child support agency is inaccurate.
- The local child support agency's decision to close a child support case.

### IMPORTANT: The following issues cannot be heard ata State Hearing:

- Child support issues that must be addressed by motion, order to show cause, or appeal in a court.
- A review of any court orderf orc hild support or child support arrears.
- A court ordero r equivalent determination of paternity.
- · A court orderf or spousal support.
- · Child custody determinations.
- · Child visitation determinations.
- Complaints of alleged discourteous treatment by a local child support agency employee, unless such conduct resulted in a hearable action ori naction.

#### OMBUDSPERSON SERVICES:

- Every local child support agency has an Ombudsperson available to help you through the complaint resolution and/or State Hearing process.
- The Ombudsperson can help you obtain information regarding your complaint to help you prepare for your State Hearing.
- IMPORTANT: The Ombudsperson cannot represent you at the State Hearing or give you legal advice.